SONY.

VAIO Digital Studio® Computer Quick Start

PCV-RZ30 Series

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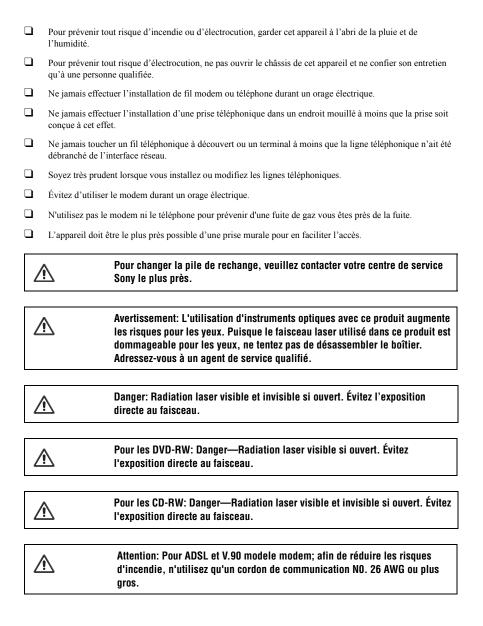
The model number and serial number are located on the back panel of your Sony VAIO® computer. Record the model and serial number in the space provided here, and keep in a secure location. Refer to the model and serial numbers when you call your Sony Service Center.

Model Number:	
Serial Number:	

Safety Information and Caution

Your computer's installed optical drives may vary, depending on the system configuration you have purchased. See the online specifications sheet for details on your installed optical drives. For questions regarding your product or for the Sony Service Center nearest you, visit the Sony Computing Support Web site at http://www.sony.com/pcsupport.

To prevent fire or shock hazard, do not expose your desktop to rain or moisture. To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.		
Never install modem or telephone wiring during a lightning storm.		
Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.		
Never touch uninsulated telephone wire or terminals unless the telephone line has been disconnected at the network interface.		
Use caution when installing or modifying telephone lines.		
Avoid using the mo	odem during an electrical storm.	
Do not use the mod	lem or a telephone to report a gas leak in the vicinity of the leak.	
The socket outlet sl	hall be installed near the equipment and shall be easily accessible.	
 Δ	To change the backup battery, please contact your nearest Sony Service Center.	
 Ŋ	Caution—The use of optical instruments with this product will increase eye hazard. As the laser beam used in this product is harmful to the eyes, do not attempt to disassemble the drive cabinet. Refer servicing to qualified personnel only.	
	personner only.	
 Δ	Danger—Visible and invisible laser radiation when open. Avoid direct exposure to beam.	
 N	For DVD-RW: Danger—Visible and invisible laser radiation when open. Avoid direct exposure to beam.	
 Δ	For CD-RW: Danger—Invisible laser radiation when open. Avoid direct exposure to beam.	
	Caution—For ADSL and V.90 modem models; to reduce the risk of fire, use	



Regulatory Information

De	claration of Conformity	
Tra	de Name:	SONY
Mo	del No.:	PCV-1122
Res	ponsible Party:	Sony Electronics Inc.
Ado	dress:	680 Kinderkamack Rd. Oradell, NJ 07649
Tele	ephone:	201-930-6972
Thi	s phone number is for FCC-related matters on	ly.
Thi	s device complies with Part 15 of the FCC rul	es. Operation is subject to the following two conditions:
(1)	This device may not cause harmful interferen	ce, and
(2)	this device must accept any interference recei-	ved, including interference that may cause undesired operation.
(1) The (2) the This (2)	his device may not cause harmful interference is device must accept any interference receive equipment has been tested and found to comp	ed, including interference that may cause undesired operation. ly with the limits for a Class B digital device, pursuant to Part 15
and u there interf	ential installation. This equipment generates, used in accordance with the instructions, may dis no guarantee that interference will not occur	vide reasonable protection against harmful interference in a uses, and can radiate radio frequency energy and, if not installed cause harmful interference to radio communications. However, in a particular installation. If this equipment does cause harmful can be determined by turning the equipment off and on, the user ne or more of the following measures:
	Reorient or relocate the receiving antenna.	
	Increase the separation between the equipme	ent and the receiver.
	Connect the equipment into an outlet on a cir	rcuit different from that to which the receiver is connected.
	Consult the dealer or an experienced radio/T	V technician for help.
	are cautioned that any changes or modification rity to operate this equipment.	as not expressly approved in this manual could void your
		erminals, printers, etc.) that comply with FCC Class B limits may

All cables used to connect peripherals must be shielded and grounded. Operation with cables, connected to peripherals, that are not shielded and grounded, may result in interference to radio and television reception.

FCC Part 68

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the modem card is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This modem uses the USOC RJ-11 telephone jack.

A telephone plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. The REN is used to determine the quantity of devices which may be connected to the telephone line.

Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g. 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operations of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact the Sony Customer Information Service Center at 1-888-4-8ONY-PC (1-888-476-6972), or write to the Sony Customer Information Center, 12451 Gateway Blvd., Fort Myers, FL 33913, or find Sony Customer Service on the Web at http://www.sony.com/pcsupport. If this equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment from the network until the problem is resolved.

Repair of this equipment should be made only by a Sony Service Center or Sony authorized agent. For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972), or visit the Sony Computing Web site at http://www.sony.com/pcsupport.

Connection to Party Line Service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Please use a surge arrestor against electrical surges.

Telephone Consumer Protection Act of 1991 (United States)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including FAX machines, to send any message unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long distance transmission charges.)

In order to program this information into your facsimile machine, see your fax software documentation.

Telephone Consumer Guidelines (Canada)

Please refer to your telephone directory under 'Privacy Issues' and/or 'Terms of Service.' For more detailed information, please contact:

CDTC

Terrasses de la Chaudiére Tour centrale 1 promenade du Portage 5 étage Hull PQ K1A 0N2.

This Class B digital apparatus complies with Canadian ICES-003.

Cet àppareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Disposal of Lithium Battery

You can return your unwanted lithium batteries to your nearest Sony Service Center or Factory Service Center.

In some areas the disposal of lithium batteries in household or business trash may be prohibited.

For the Sony Service Center nearest you, call 1-888-476-6972 in the United States or 1-800-961-7669 in Canada.



Do not handle damaged or leaking lithium batteries. In some areas, the disposal of lithium batteries in household or business trash may be prohibited.

Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

The battery pack used in this device may present a fire or chemical burn hazard if mistreated. Do not disassemble, heat above 212°F (100°C), or incinerate. Dispose of used battery promptly. Keep away from children.



Ne pas manipuler les batteries au lithium qui fuient ou sont endommagées.

Une batterie non conforme présente un danger d'explosion. La remplacer seulement par une batterie identique ou de type équivalent recommandé par le fabricant. Évacuer les batteries usées selon les directives du fabricant.

La manutention incorrecte du module de batterie de cet appareil présente un risque d'incendie ou de brûlures chimiques. Ne pas démonter, incinérer ou exposer à une température de plus de 100°C. Évacuer promptement la batterie usée. Garder hors de portée des enfants.

Industry Canada Notice

This equipment meets the applicable Industry Canada technical specifications.

The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed 5.

Avis de L'Industrie Canada

Le presént matériel est conforme aux spécifications techniques applicables d'Industrie Canada.

L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas 5.

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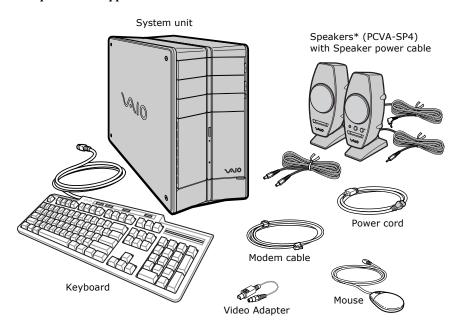
Getting Started

Congratulations on your purchase of the Sony VAIO® computer! Your new, high-performance, multimedia computer combines state-of-the-art computer functionality with the latest audio, video and information technology features.

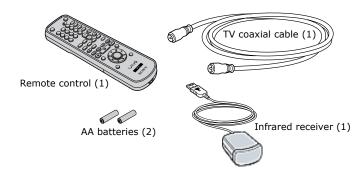
Unpacking your Computer

Your computer may not be supplied with all of the accessories shown, depending on the system configuration you purchased. For details on the accessories supplied with your computer, see the online *Specifications* sheet.

Computer and supplied accessories



Giga Pocket Personal Video Recorder accessories



Manuals

- □ VAIO® Computer Quick Start—Provides basic information on setting up and registering your computer. The Quick Start also provides resources for technical support, safety guidelines and owner's information.
- ☐ *Microsoft® Windows® XP guide*—Explains how to use the basic features of the latest Windows operating system.

Hard Disk Drive Recovery

Your computer is equipped with a utility program that enables you to recover your computer's operating system and preinstalled software.

Your VAIO® computer is not supplied with System or Application Recovery CDs. Use the VAIO Recovery utility to recover your computer's operating system and preinstalled software.

For more information about hard disk drive recovery:

- 1 Click Start in the Windows® taskbar, then click Help and Support.
- 2 From the VAIO Help and Support Center, click VAIO Recovery Options.

Other

Software Library containing the Microsoft software license agreement and Sony end-user license agreement.

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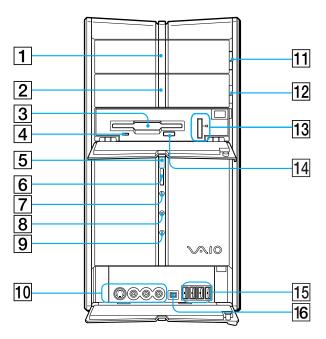
Locating Controls And Ports

This section is intended to familiarize you with the controls, ports and jacks on your computer. Your computer may not be equipped with all of these hardware features and the location of the controls, ports, and jacks may vary from the illustrations shown in this section. To view the specific connection capabilities for your system, see the online specifications sheet.

About the Front Panel

The front panel of your VAIO Computer enables access to the optical and floppy disk drives. On certain models, the front panel also provides access to Giga Pocket Personal Video Recorder jacks and ports, a Memory Stick media slot and the Universal Serial Bus (USB), and i.LINK® ports that enable you to connect compatible peripheral devices.

Front panel



1 Optical drive 1

See the online specifications sheet for optical drive information.

2 Optical drive 2

See the online specifications sheet for optical drive information.

3 Floppy disk drive

Reads and writes data from and to a 3.5-inch floppy disk.

4 Floppy disk drive access indicator

Light is green while reading and writing data from and to a floppy disk.

5 Power indicator

Light is blue while the power is on.

6 Power switch

Turns the computer on and off.

7 Stand by indicator

Light is red when the computer is placed in Stand by mode.

8 Optical drive access indicator

Light is amber while reading and writing data from and to the optical drives.

9 Hard disk drive access indicator

Light is amber while reading and writing data from and to the hard disk.

10 S-video In jack

Connection for an S-video cable (optional).

Composite video In jack

Connection for a video cable (optional).

Composite audio L In jack

Connection for an audio cable (optional).

Composite audio R In jack

Connection for an audio cable (optional).

11 Optical drive 1 eject button

Ejects a disc from Optical drive 1.

12 Optical drive 2 eject button

Ejects a disc from Optical drive 2.

13 Memory Stick media slot and access indicator

Reads and writes data from and to a Memory Stick® media. The access indicator light is amber when reading or writing data.

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14 Floppy disk eject button

Ejects a floppy disk from the floppy disk drive.

15 Universal Serial Bus (USB 2.0) ports (4)

Connections for compatible high/full/low-speed USB devices.

16 i.LINK (4-pin) S400 port (IEEE 1394)

Connection for a compatible digital device.

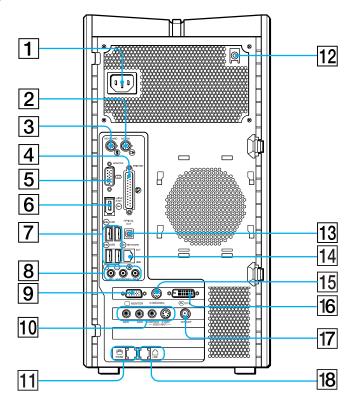
i.LINK is a trademark of Sony used only to designate that a product contains an IEEE 1394 connection. The i.LINK connection may vary, depending on the software applications, operating system, and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other.

Please refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK devices to your system, such as an optical or hard disk drive, confirm their operating system compatibility and required operating conditions.

About the Back Panel

The back panel of your computer contains the ports for supplied and optional accessories. The icons on the back panel locate and identify the ports on your computer.

Back panel



1 AC Input port

Connection for the supplied power cord.

2 Mouse port

Connection for a PS/2® mouse.

3 Keyboard port

Connection for a PS/2 keyboard.

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4 **Printer port** Connection for a parallel device, such as a printer or scanner. 5 Monitor port* Connection for a standard display. 6 i.LINK 6-pin S400 port (IEEE 1394) Connection and power for a compatible digital device, such as a Sony Digital Handycam® camcorder. 7 Universal Serial Bus (USB 2.0) ports (4) Connections for compatible high/full/low-speed USB devices. 8 Microphone jack Connection for a microphone (optional). Headphones jack Connection for the supplied speakers or optional headphones. Line In jack Connection for an audio device. 9 Monitor port[†] Connection for a standard display. 10 Composite audio R Out jack Connection for an audio or stereo dubbing cable (optional). Composite audio L In jack Connection for an audio or stereo dubbing cable (optional). Composite video In jack Connection for a digital video or stereo A/V dubbing cable (optional). S-video In jack Connection for an S-video cable (optional). 11 Telephone jack Connection for a telephone cable (optional) to the computer. 12 Speaker DC Out jack Connection for the speaker power cable. 13 S/P DIF optical out port Connection for a digital audio or optical device. 14 **Ethernet port** Connection for a 10BASE-T/100BASE-TX/1000BASE-TX Ethernet. (The port marked with $\frac{9}{5-5}$ (Network) is for LAN connections only.) TV Out (S-Video/video) jack[‡] 15

Connection for an S-video cable (optional).

Monitor (DVI) port Connection for a DVI monitor. VHF/UHF port Connection for a coaxial cable (supplied). Modem line jack

- Connection for the modem (supplied) cable to the wall jack.

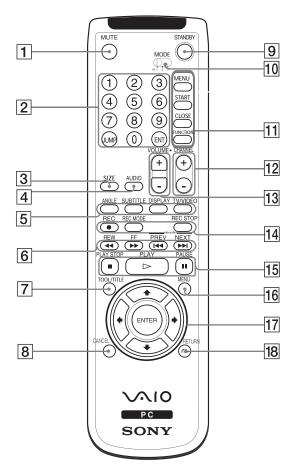
 * This monitor port may have a cover, indicating that it is not available for use. On some
- models, the monitor port location may be in a different location.

 † On some locations, the monitor port location may be in a different location.
- ‡ This feature is available on selected models. See the specifications sheet for information on your computer's hardware configuration

About the Remote Control

Giga PocketTM Personal Video Recorder features are controlled with the remote control. The remote control can start and stop video recording and playback, select channels, and set viewing preferences. This section describes the basic functions of your remote control.

Remote control



1 MUTE button

Press to turn off the sound. Press again to restore the sound.

2 Channel number buttons (1-9)

Press to select specific channels.

(Press the ENT button to activate channel selection.)

JUMP button

Press to go to the previous channel. Press again to return to the current channel.

ENT button

Press to activate channel selection. See Channel number buttons.

3 SIZE button

Press to view the current software in full-screen size. Press again to return the view to its original size.

4 AUDIO button

Press to view available sound mode options on the monitor/display.

5 DVD angle button

Press to change the camera angle during DVD playback. See the DVD player software for details. This function is not available for other software.

DVD Subtitle button

Press to turn on/off subtitles or to change the subtitle language during DVD playback. See the DVD player software for details. This function is not available for other software.

DISPLAY button

During DVD playback in full screen mode, press to show the settings window.

When using Giga Pocket software, press to display the TV/Recording deck and playback deck screens. Press again to hide these views.

TV/VIDEO button

Press to change the on-screen image from the TV/Recording deck to external video equipment, such as your VCR.

(Note: You cannot change the input source while recording.)

6 REW and FF buttons

Press to rewind or fast-forward.

PREV and NEXT buttons

Press to move back to the previous screen or forward to the next screen.

7 TITLE button

The function of this button may vary between DVDs. See the DVD player software instructions for details.

8 CANCEL button

When using Giga Pocket software, press to close an error message dialog box. The window returns to its original size when displayed in full-screen mode.

(Note: This function is not available for other software.)

9 STANDBY button

Press to place the system into Stand by mode.

(Note: You cannot place the computer into Stand by mode when certain Giga Pocket functions are running.)

10 MODE switch

Set the switch from 1 to 3, to change the remote control's control between computers. The target computer's remote control software determines the assigned number.

(Note: The default setting is 1, if you are using a single computer.)

11 MENU button

Press to view a shortcut menu of available software applications. Press again to hide this menu.

(Note: For Giga Pocket software, the **Select Video Capsules** window displays. Press the button again to hide this window.)

START button

Press to start the selected software.

CLOSE button

Press to close the current software.

FUNCTION button

When Giga Pocket software is selected with the **Menu** button, press to switch from the TV/recording deck to the playback deck.

When using SonicStage software, plress to change from the music drive (hard disk drive) to the CD.

12 CHANNEL button

Press to change channels automatically (no number input required). (Note: This function is available for Giga Pocket software only.)

13 VOLUME button

Press to raise or lower the volume.

14 REC button

Press to begin recording.

REC MODE button

Press to select the recording mode.

REC STOP button

Press to stop recording.

(Note: The REC, REC MODE, and REC STOP functions are available for Giga Pocket software only.)

15 PLAY STOP button

Press to stop playback.

PLAY button

Press to begin playback.

PAUSE button

Press to pause playback.

16 MENU button

Press to display the root menu during DVD playback. Press again to minimize the window. See the DVD player software for details. When using Giga Pocket software, press to display Video Capsule listings. When using SonicStage software, press to display Playlists. When using VAIO Media software, press to display the main menu.

17 Direction and ENTER buttons

Press a direction arrow to navigate. Press ENTER to select.

18 RETURN button

Press to return to the previous screen.

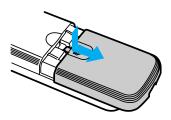
(Note: This function is not available for Giga Pocket software.)

For more details about the function buttons on your remote control, see the Giga Pocket Help.

To set up the remote control

Insert two AA batteries (supplied) into the remote control as shown.

Inserting batteries into the remote control





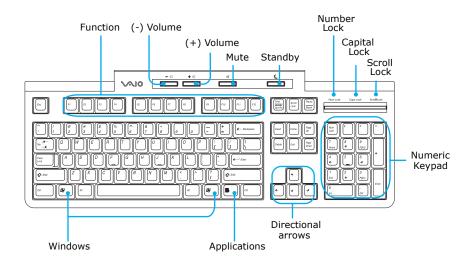
Under normal use, the AA batteries may last up to six months. If your remote control does not operate properly, the batteries may need to be replaced.

If your remote control is not being used for extended periods of time, remove the batteries to avoid possible damage from battery leakage.

About the Keyboard

Your VAIO® keyboard uses a standard key arrangement with additional keys that perform specific functions.

VAIO Keyboard



KEY	The 12 function keys along the top of the keyboard are used to perform certain tasks. The task associated with each function key may vary from one application to the next.	
Function		
Volume Control =□ +□	Press a button to increase (+) or decrease (-) the volume of the speakers.	
Mute	Press the button to turn off the volume of the speaker. Press the Mute button again to restore sound.	

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KEY	DESCRIPTION
Standby (Press the button to place the computer in Standby mode. Press the Power button or any key briefly, to resume normal operation.
Numeric keypad	Use the numeric keypad area to type numbers or to perform basic math calculations. Press the Num Lock key to activate the numeric keypad. (The Num Lock indicator lights.) Press the Num Lock key again to deactivate the numeric keypad.
Directional Arrows	The Up, Down, Left, and Right arrow keys move the pointer on the screen.
Applications	The Applications key displays a shortcut menu in certain software applications. Pressing this key is equivalent to clicking the right mouse button.
Windows	The key with the Microsoft® Windows® logo, displays the Start menu. Pressing this key is equivalent to clicking Start on the taskbar.
INDICATORS	FUNCTION
Num Lock	The Num Lock indicator lights when the numeric keypad is activated. When the indicator is off, the directional arrow and correction keys on the numeric keypad area are active.
Caps Lock	The Caps Lock indicator lights up to advise you that the keyboard is set to type letters in uppercase. When the indicator is off, the letters appear in lower case as you type.
Scroll Lock	The Scroll Lock indicator lights up to advise you that your screen's scrolling pattern has changed. When the indicator is off, the screen scrolls normally. This function is not available with all software applications.

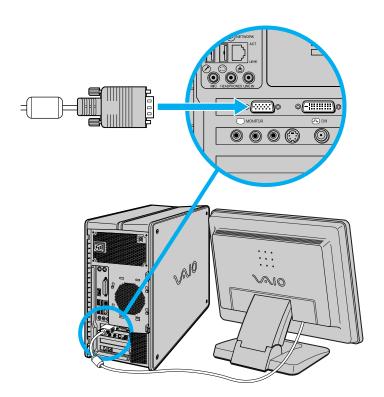
Setting Up Your Computer

Your computer may not be equipped with all of the hardware features described in the section. The location of the controls, ports, and jacks may vary from the illustrations shown. See the online specifications sheet for your system's specific hardware configuration.

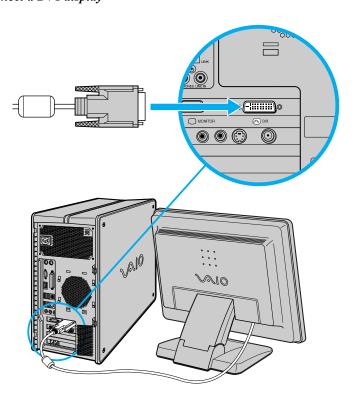
Connecting a Display (Monitor)

- 1 Plug the display's cable into the monitor port.
- 2 If necessary, plug the display's cable into the rear of the display.

To connect a display



To connect a DVI display

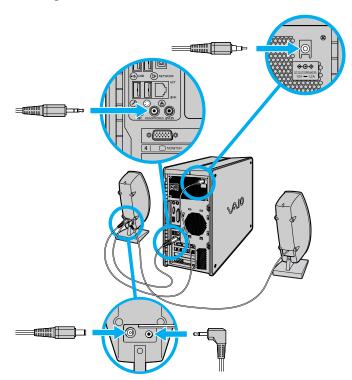


 $\mbox{\ensuremath{\not/}{L}}_{\mbox{\scriptsize 1}}$ Install your equipment so that you can easily reach the power outlet in the event of an emergency.

Connecting the Speakers

- 1 Plug the cable attached to the back of the left speaker into the L Out jack on the back of the right speaker.
- 2 Plug the cable attached to the back of the right speaker into the Headphones jack, located on the back panel of your computer.
- 3 Plug the jack end (yellow) of the speaker power cable into the DC In jack (yellow) on the back of the right speaker.
- 4 Plug the jack end (black) of the speaker power cable into the DC Out jack located on the back panel of your computer.

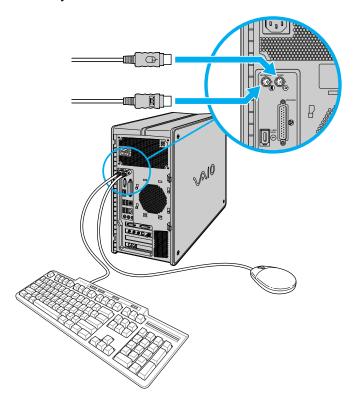
To connect the speakers



Connecting the Keyboard and Mouse

- 1 Plug the keyboard cable into the keyboard port on the back of the computer.
- 2 Plug the mouse cable into the mouse port on the back of the computer.

To connect the keyboard and mouse



To use an optical mouse

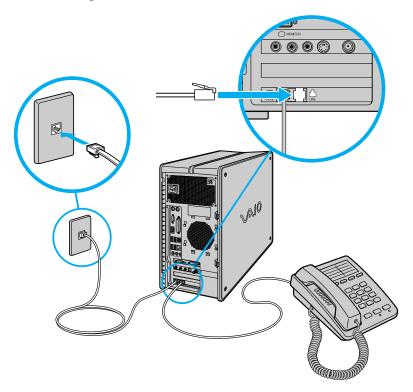
An optical mouse requires an ideal surface texture in order to provide precision pointing and tracking.

- ☐ Use surfaces such as plain paper, card stock, or fabric that have minimal repetitive patterning.
- Avoid surfaces such as mirrors, smooth glass, or magazines that have halftone printing.

Connecting the Telephone and Modem cables

- 1 Unplug your telephone from the wall jack.
- 2 Plug the modem cable (supplied) into the Modem line jack, located on the back panel of your computer
- 3 Plug the other end of the cable into the wall jack.

To connect the telephone and modem cables



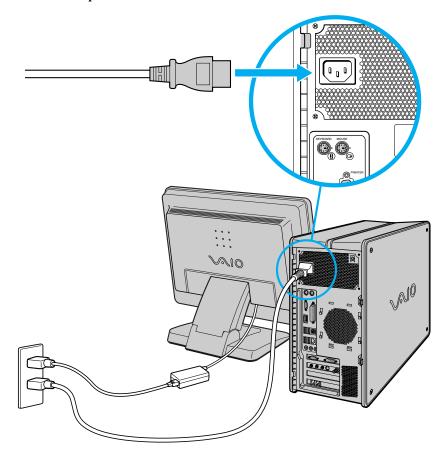


Your computer has a protective sticker covering the Ethernet port located on the rear panel. Connect only 10BASE-T and 100BASE-TX cables to the Ethernet port. Using other cables or a telephone cable may result in an electric current overload that can cause a malfunction, excessive heat, or fire in the Ethernet port. For help on connecting to a network, see your network administrator.

Connecting the Power Cords

- 1 Plug the power cord into the back of the computer.
- 2 Plug both the display and power cords into a grounded AC wall outlet or a power strip.

To connect the power cords

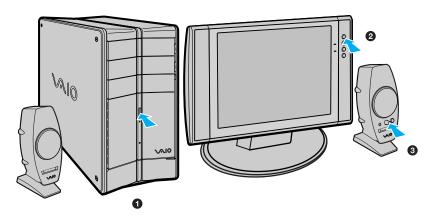


Turning On Your Computer

When you start your system for the first time, your computer may detect new equipment and display a dialog box that prompts you to restart your computer. Respond to this prompt immediately.

- 1 Press the power switch on the computer to turn on the power.
- 2 Press the power switch on the display to turn on the power.
- 3 Press the power switch on the right speaker to turn on the power.

To turn on your computer



Registering your Computer

Take advantage of Sony's commitment to quality customer support and receive these benefits by registering your computer:

- □ **Sony Customer Support** Communicate with a Support Representative to troubleshoot problems you may be having with your computer.
- ☐ **Limited warranty** Protect your investment. See the Limited Warranty Card for more details.
- You are prompted to register your computer the first time you turn on the unit. Follow the on-screen instructions to complete the registration process. If you are not able to register your computer during the first session, you are provided with additional registration opportunities later.

Turning Off your Computer

Follow these steps when you are ready to turn off your computer for an extended period of time.



To avoid loss of data, do not use the Power button to turn off the computer.

To turn off your computer

- 1 Click Start in the Windows taskbar, then select Turn Off Computer.
 The Turn Off Computer dialog box appears.
- 2 Select the **Turn Off** option.
- Respond to any prompts about saving your documents.
- Wait for your computer to turn off automatically—the power indicator light turns off.
- 4 Turn off any peripheral devices connected to your computer.
- If you plan to turn off your computer for a short period of time, you may want to use Stand by mode instead.

About the power button

If your system stops responding, press and hold the Power button for more than six seconds to force your system to shut down. You may need to repeat this procedure if your system does not shut down on the first attempt.

VAIO Digital Studio Computer Quick Start

Troubleshooting

This section describes how to troubleshoot common problems. Your computer may not be equipped with all of the features in this section, depending on the system configuration purchased.

My computer does not start.

- Verify that the computer is plugged into a power source and that it is turned on. Check that the power indicator is lit on the front panel of the computer.
 Confirm that a disk is not in the floppy disk drive* (unless you are using a bootable floppy disk).
 Confirm that a CD is not in an optical drive (unless you are using a bootable CD).
- Confirm that the power cord and all cables are connected firmly.
- ☐ If you plugged the computer into a power strip or Uninterruptible Power Supply (UPS), make sure the power strip or UPS is turned on and working.
- ☐ Verify that the monitor is plugged into a power source and turned on.

 If your system has a built-in monitor, confirm that it is plugged into an appropriate power source and that the system is turned on.
- ☐ Verify that the brightness or contrast control dials are adjusted correctly. (See the manual that came with your display for details.)
- ☐ Confirm that the computer is not in stand by mode by pressing any key on the keyboard.

^{*} Certain VAIO computers are not equipped with a floppy disk drive. You can purchase this equipment separately.

Why did my computer or software stop responding?

You can try to locate and close the software application that has stopped responding.

- 1 Press the Ctrl+Alt+Delete keys. The Windows Task Manager window appears.
- 2 From the Applications tab, locate the application that has the status message, "Not responding."
- 3 Select the application that has a **Not Responding** status and click **End Task**. Windows attempts to close the application.

If your computer does not respond or the application does not close, try the following steps:

- 1 Save any open files, if possible.
- 2 Press the Alt+F4 keys. The Turn Off Computer window appears.
- 3 Click Restart.

If your computer still does not respond and you cannot restart, shut down your computer by pressing and holding the power button for more than six seconds.

If the software application continues to stop responding or causes your computer to stop responding, contact the software publisher or designated technical support provider.



Pressing and holding the power button for more than six seconds, may result in the loss of data from files that are currently open.

VAIO Recovery Options

The VAIO® Recovery Wizard enables you to recover preinstalled software programs and the operating system on your computer. You can also use this utility to create a Recovery Media Kit. The Recovery Media Kit enables you to reclaim hard drive space and return your computer to normal operation.

This program repairs or replaces software. For any hardware problems, contact a Sony authorized repair facility.

About Recovery Options

You have several options when recovering software or your computer's operating system.



When you recover drive C, drive D, or perform a complete recovery, the VAIO Recovery Wizard deletes and replaces all the files on the selected drives.

Sony recommends backing up your personal data to storage media or to another computer before proceeding with system recovery

Accessing the VAIO Recovery Wizard

You can start the VAIO Recovery Wizard utility from the Microsoft® Windows® XP Start menu, from the Recovery Media Kit, or from using the F10 key* on notebook computers. Depending on how you access the VAIO Recovery Wizard, you have different system and software recovery options.

System and software recovery options

☐ Create the Recovery Media Kit

You can create a Recovery Media Kit, consisting of CDs and DVDs, which enable you to recover your computer at a later date if the software stops working properly. You can start the VAIO Recovery Wizard from the Windows XP Start menu, and create a Recovery Media Kit.

□ Windows® System Restore

Return your computer's operating system to a previous working state by performing a System Restore. You can access this recovery option by starting the VAIO Recovery Wizard, or by using the Windows XP System Restore Wizard.

□ Recover drive C

Returns the drive C to its original factory-installed settings. All previous data and settings on drive C are deleted. You can preserve data on other partitions, such as drive D. To recover drive C, access the VAIO Recovery Wizard from the Windows XP Start menu, the Recovery Media Kit, or by using the F10 key on notebook computers.

^{*} This feature is available for VAIO® notebook computers only.

□ Recover drives C and D

Return drives C and D to their original factory-installed settings. With this option, you lose all data and settings on both drives. To recover drives C and D, start the VAIO Recovery Wizard from the Windows XP Start menu, the Recovery Media Kit, or by using the F10 key on notebook computers.

Recovering drives C and D with the Recovery Media Kit is the only way to restore the hidden recovery drive.

Recover software programs

Recover specific factory-installed software including the BIOS, drivers, and utilities. To recover the original software programs, start the VAIO Recovery Wizard from the Windows XP Start menu or from the Recovery Media Kit. You can access this option by using **Disc 1** from your Recovery Media Kit.

☐ Perform a complete hard disk drive recovery

Completely recover your computer's hard disk drive. This option recovers drives C and D, and the hidden recovery drive. To perform a complete hard disk drive recovery, start the VAIO Recovery Wizard from your Recovery Media Kit.

About the Recovery Media Kit

The Recovery Media Kit is created using your own CDs and/or DVDs. You can create the Recovery Media Kit, or purchase it from Sony.

Recovery Media Kit overview

Confirm that you have sufficient CD and/or DVD recordable media available before you begin creating the Recovery Media Kit. You should also have a permanent marking pen ready, to label each CD and/or DVD media. You can create your kit using a single type of media or by combining media types*, as follows:

toll	OWS:		
	One recordable CD (CD-R) and up to two recordable DVDs (DVD-R or DVD+R)		
	(Your VAIO® computer must be equipped with a DVD-RW † or DVD±RW drive.)		
	Up to 12 recordable CDs (CD-R)		
	(Your VAIO computer must be equipped with a CD-RW drive.)		
Before you begin creating the Recovery Media Kit, prepare your computer for the process, as follows:			
	Close all open software.		
	Disconnect all network connections.		
	Disconnect all peripheral devices.		
	Do not interrupt the power.		
	Disable any virus protection utility.		
	Disable your screen saver.		

^{*} The number of CDs and DVDs actually required to create a Recovery Media Kit may vary, depending on the computer purchased.

[†] A DVD-RW drive supports DVD-R media only.

Creating the Recovery Media Kit

The Recovery Media Kit can be used to start the VAIO Recovery Wizard, in the event your system is unable to start normally. You can reclaim the portion of your hard drive that is allocated to system recovery using the Recovery Media Kit.

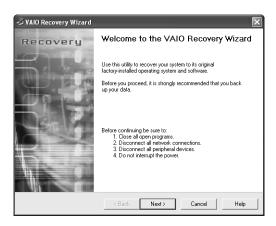
To create the Recovery Media Kit

1 Click **Start** in the Windows® taskbar, point to **All Programs**, and then click the **VAIO® Recovery Wizard**.

The VAIO Recovery Wizard appears.

You can start the VAIO Recovery Wizard by double-clicking the VAIO Recovery Wizard icon in the Windows taskbar notification area.

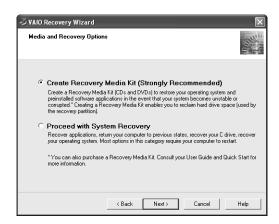
The VAIO Recovery Wizard



2 Read the on-screen information. Click **Next**.

3 Select Create Recovery Media Kit (Strongly Recommended), and click Next.

VAIO Recovery Wizard — Media and Recovery Options



4 Select the Recovery Media Kit that you want to create.

You can create your kit using a single type of media or by combining media types, as follows:

- ☐ One recordable CD (CD-R) and up to two recordable DVDs (DVD-R or DVD+R)
 - (Your VAIO® computer must be equipped with a DVD-RW* or DVD±RW drive.)
- ☐ Up to 12 recordable CDs (CD-R)
 (Your VAIO computer must be equipped with a CD-RW drive.)
- 5 Click **Next**. Your computer's optical drive tray opens automatically.
- 6 Insert a blank disc into the drive and close the drive. Click Next.
 The CD creation process begins. A window with a progress bar appears.
- The time required to create each CD or DVD may vary, depending on your optical drive's recording speed.

^{*} A DVD-RW drive supports DVD-R media only.

- When prompted, eject the disc. Label the top of the disc with a permanent marker according to the on-screen instructions.
- **8** Repeat step 6 through step 7 for each CD or DVD.
- 9 When the text, The Recovery Media Kit is complete appears, click OK.
- 10 Click Finish. Store the Recovery Media Kit in a safe location.

To order the Recovery Media Kit

- 1 Go to the Sony Direct Accessories and Parts Center Web site at http://servicesales.sel.sony.com.
- 2 Enter your computer's model number (for example, PCV-XXX), and click List Parts and accessories.
- 3 Follow the online instructions to order the Recovery Media Kit.

If you are not able to access the Sony Direct Accessories and Parts Center Web site, contact a customer service representative at 1-800-488-7669.

Using the VAIO Recovery Wizard

The VAIO® Recovery Wizard provides recovery options for your computer. You can access this tool from Windows® XP Start menu, your Recovery Media Kit, or by pressing the F10 key* on your notebook computer.

Starting the VAIO Recovery Wizard

To access the VAIO Recovery Wizard from Windows XP

1 Click Start in the Windows® taskbar, point to All Programs, and click VAIO Recovery Wizard.

Using the VAIO Recovery Wizard may require you to restart your computer, even if you cancel and exit the wizard.

- 2 From the Welcome window, click Next.
- 3 Choose one of the available menu options.

To access the VAIO Recovery Wizard from the Recovery Media Kit

- 1 Press the power switch on the computer to turn on the power.
- 2 Open the optical drive, and place the Startup Recovery Disc in the optical drive.
- 3 Close the drive and turn off your computer.
- 4 Wait for approximately 30 seconds, and then turn on the computer.
- 5 When prompted, insert the Recovery Disk 1 into the optical drive, and then click OK.

The VAIO Recovery Wizard appears.

- 6 Click Next.
- 7 Choose one of the available menu options.

^{*} This feature is available for VAIO® notebook computers only.

To start the VAIO Recovery Wizard using the F10 Key (for notebook computers only)

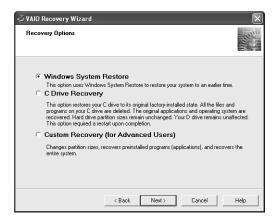
- 1 Turn off your notebook computer.
- 2 Press the power switch on the computer to turn on the power.
- 3 When you see the VAIO logo appear on the computer's screen, briefly press the F10 key.
- 4 Click Next.
- 5 Choose one of the available menu options.

Using the VAIO Recovery Wizard

To use Windows System Restore from the VAIO Recovery Wizard

- 1 Start the VAIO® Recovery Wizard, and click Next.
- 2 Select Proceed with System Recovery, and click Next.
 The Recovery Options window appears.
- 3 Select Windows® System Restore, and click Next.
- 4 Follow the on-screen instructions.

VAIO Recovery Wizard — Recovery Options



To recover drive C

- 1 Start the VAIO Recovery Wizard, and click Next.
- 2 Select Proceed with System Recovery, and click Next.

The **Recovery Options** window appears.

(If using the Recovery Media Kit, skip step 2.)

- 3 Select C Drive Recovery, and click Next.
- 4 Read the on-screen information. Click Next.
- 5 The wizard begins the drive C recovery. When it is finished, click Next.
- 6 Click Finish. Your computer restarts.

To recover drives C and D (and reclaim all space on the hard disk drive)

- 1 Start the VAIO® Recovery Wizard, and click Next.
- 2 Select Proceed with System Recovery, and click Next.

The **Recovery Options** window appears.

(If you are using the Recovery Media Kit, skip step 2.)

3 Select Custom Recovery (for Advanced Users), and click Next.

The Custom Recovery Options window appears.

4 Select C and D Drive Recovery, and click Next.

If you are using the Recovery Media Kit, you have two choices for this recovery option:

- ☐ Keep the Recovery Drive (Recommended)
- □ Remove the Recovery Drive.

VAIO Recovery Wizard — Custom Recovery Options

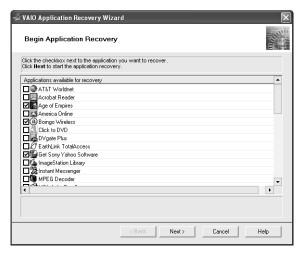


- 5 Choose the size of drive C. Any remaining disk space is allocated to drive D (minus the space allocated for the recovery drive). Click **Next**.
- Computers that come equipped with Giga Pocket software do not allow you to set the drive D to zero.
- 6 The wizard starts the recovery process. When it is finished, click **Next**.
- 7 Click **Finish**, and the computer restarts.

To recover software applications

- 1 Start the VAIO® Recovery Wizard, and click Next.
- 2 Select Proceed with System Recovery, and click Next.
 - The **Recovery Options** window appears.
 - (If you are using the Recovery Media Kit, skip step 2.)
- 3 Select Custom Recovery (for Advanced Users), and click Next.
 - The Custom Recovery Options window appears.
- When you select the Application Recovery option, you cannot return to the system recovery portion of the VAIO® Recovery Wizard without restarting your computer.
- 4 Select Application Recovery, and click Next.
 - The **Begin Application Recovery** window appears.

VAIO Application Recovery Wizard — Begin Application Recovery



5 Click to select the check box for each software program you want to recover. Click **Next**.

You may need to use the scrollbar to view all available software programs.

- 6 As your computer prepares to install each application, a status indicator appears. You may see installation wizards, messages, and prompts. Follow the instructions provided in each wizard, and respond to each prompt or message.
 - When the selected software has been recovered, the **Application Recovery Complete** window appears.
- 7 If you want to recover additional software, click **Back**. The **Application Recovery** window appears with a listing of the available software titles.
- 8 Click Finish. Your computer restarts.
- If the recovered software does not function properly or you see an installation error message, try recovering the software again.

To perform a complete hard disk drive recovery

You must use the Recovery Media Kit to perform a complete hard disk drive recovery.

- 1 Press the power switch on the computer to turn on the power.
- 2 Open the optical drive, and place the Startup Recovery Disc in the optical drive.
- 3 Close the drive.
- 4 Turn off your computer.
- 5 Wait for approximately 30 seconds, and then turn on the computer.
- When prompted, insert the **Recovery Disk 1** into the optical drive, and then click **OK**. The **VAIO Recovery Wizard** appears.
- 7 Click Next.
- 8 Select Custom Recovery (for Advanced Users), and click Next.
- 9 Select Complete Recovery, and click Next.
- 10 You may see installation wizards, messages, and prompts. Follow the instructions provided in each wizard, and respond to each prompt or message. Your computer may restart.
- 11 When the optical drive ejects, remove the disc. Close the drive, and click **Next**. Your computer may restart several times.

Additional Information

- ☐ Certain software, such as DVgateTM Plus software, automatically saves data to drive D. If you choose not to have a drive D partition, you must change the software settings to enable file saving to drive C.
- ☐ Resizing your hard disk drive partitions can result in the loss of the VAIO® Recovery Wizard.
- ☐ Giga PocketTM software requires a drive D in order to operate. For VAIO® computers with Giga Pocket software preinstalled, you cannot set the drive D size to zero.

Support Options

Sony provides several options to help solve common problems or to locate support for your VAIO® computer. This section describes all available resources and offers suggestions on how to access this information for maximum results.

Immediate Help and Support

You can locate helpful information immediately by consulting your printed guides and supplements, or by accessing the online Computer User Guide and the individual software Help files.

Your computer is supplied with these support options:

- □ VAIO® Computer Quick Start The Quick Start contains information on how to set up your computer quickly and easily. You can find instructions on how to plan an ergonomic work space, connect power cords, cables and peripheral devices, and register your computer with Sony.
- □ VAIO® Computer User Guide The online User Guide provides information about configuring, maintaining, upgrading, and troubleshooting your computer. To access the online manual:
 - 1 Click Start in the Windows® taskbar, then click Help and Support.
 - 2 From the VAIO Help and Support Center menu, click VAIO User Guide.
- ☐ Specifications The online specifications sheet describes the hardware and software configuration of your VAIO computer. To view this online information:
 - 1 Click Start in the Windows taskbar and click Help and Support.
 - 2 From the VAIO Help and Support Center menu, click VAIO User Guide.
 - 3 Locate the link in the text, "View the <u>VAIO® Computer Specifications...</u>"

- Preinstalled software Help files Each preinstalled software provides online Help within the software. In these Help files, you can find tutorials that teach you to use the software and locate troubleshooting support. To access software Help files:
 - 1 Click **Start** in the Windows taskbar and point to **All Programs**. A submenu appears, listing all software applications. (Sony software Help can be located from the submenu.)
 - 2 Click the desired software application. The software's main window appears.
 - 3 From the menu bar, click **Help**. The Help window appears.

Help and Support Resources

If the information provided with your VAIO® computer does not provide an immediate solution or you would like to get direct support, try these help and support resources.

Software Help and Support

The contact and support information for the preinstalled software on your system is located in the online specifications sheet. Software support is free of charge for 90 days after the original date of purchase.

Your computer may not be supplied with all of the software discussed in this section, depending on the system configuration you purchased. To view the specific software preinstalled on your computer, see the online specifications sheet.

Sony Computing Support Web site

Online help and support are available 24 hours a day, seven days a week, when you visit the Sony Computing Support Web site. You can access the Web site at http://www.sony.com/pcsupport. The Sony Computing Support Web site provides:

Information about your specific model computer, such as		
	hardware and software specifications.	
	upgrade and maintenance procedures.	
	safety and legal information.	
	quick solutions to common problems.	

An automated tutorial library that contains interactive, easy-to-understand lessons on using your computer's hardware and software features.		
Links that enable you to:		
	quickly find the nearest Sony service center locations.	
	arrange for repairs or check repair status.	
	review warranty information.	
	e-mail your question or comments to the Sony Customer Information Services Center.	
	check pricing and availability for products, accessories and parts, as well as purchase online.	
	access the Sony Solutions Knowledge Base, a database that contains answers to many frequently asked questions.	

Sony Customer Information Services Center

If other support options do not resolve your issue, you can contact a Sony Support representative directly.

Before making a call to the Sony Customer Information Services Center, have this basic information readily available.

- 1 VAIO® computer system type
- 2 Model number
- 3 Serial number*

Example:

- 4 Operating system
- 5 Hardware feature or software application that has a problem. (See "Help and Support Resources" for the appropriate software contact information.)
- 6 Brief description of the issue.

For VAIO® computers purchased in the U.S. and Canada, contact a Sony Support representative at 1-888-476-6972.

^{*} The serial number is located on the back panel of your computer. The serial number is on a white barcode label.